



Job Description

Join a growing 100% Employee Owned and Operated Company!

Job Title: Receiving Associate

Location: Mountain Hardware and Sports

Department: Shipping and Receiving

Reports to: Receiving Supervisor, and Receiving Manager

Employment Status/Type: Full Time, Year Round

Compensation: \$ [REDACTED] + DOE

Job Summary

Greet and assist all guests of Mountain Hardware and Sports connecting them to the proper product and/or service. Assist with daily receiving operations, organization, and tracking management of inventory received. Ensures merchandise products are received in proper condition and fulfilled to order's specifications. Assists with returns as necessary and declares any fulfillment or return issues as they arise.

Duties and Responsibilities

- Encourages and demonstrates the Mountain Hardware and Sports culture of exceptional guest service, teamwork, innovation, and fun! Works well independently and with others. Enjoys "pitching in" whenever and wherever assistance is needed. No job is too small for any of our employees, if it serves our guests. Conducts and shows a high level of professionalism and courteousness to all guests. Values our safety culture, our Core Values, values employee ownership and operation, our local community, and maintaining a healthy, sustainable environment. Asks questions, shares concerns, or gives ideas on innovation and efficiencies that improve both the guests' and employees' experience.
- Greet guests that are entering or leaving the establishment
- Offer customer service to any guest in need of assistance
- Assist with processing and receiving merchandise products
- Assist in researching special orders
- Communicate fulfillment discrepancies
- Assist with returning processes and packaging
- Maintain a clean and organized work area

Skills and Qualifications

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential duties:

- Have excellent communication, organization, analytical, and interpersonal skills.
- Ability to work in a fast-paced environment while maintaining a high level of accuracy and courtesy.
- Have excellent time management and ability to work in groups or alone
- Must be at least 18 years old.



- Must be able to work in the United States.
- Willingness to work in variable weather conditions
- Must be able to wear a uniform.
- Must display top notch customer service skills.
- Ability to lift up to 50lbs regularly
- Attention to detail and mathematical skills
- Ability to stand for an extended amount of time
- Computer competency with Microsoft products
- Ability and willingness to work flexible hours including evenings, weekends and holidays
- **Language Skills:**
 - Literate and fluent in English.
 - Ability to read and comprehend simple instructions, short correspondence, and memos. Ability to write simple correspondence.
 - Ability to effectively present information in one-on-one and small group situations to customers, clients, and other employees of the organization.
 - Additional language(s) desirable.
- **Mathematical Skills:**
 - Ability to add and subtract two digit numbers and to multiply and divide with 10's and 100's.
- **Reasoning Ability:**
 - Ability to apply common sense understanding to carry out instructions furnished in oral, mathematical, or diagram form.
 - Ability to deal with problems involving several concrete variables in standardized situations
 - Ability to define problems, collect data, establish facts, and draw valid conclusions.
- **Education and/or Experience:**
 - No prior education or experience required
 - Prior customer service, shipping and receiving, outdoor focused retail, hardware retail, ski resort, or hospitality experience desirable
- **Certificates, Licenses, and Registration:**
 - None required
 - Forklift certification desired

Physical Demands

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Regularly required to stand, sit, and walk; talk and hear; taste and smell; use hands to finger, handle, or feel; reach with hands and arms; climb or balance; and stoop, kneel, crouch, or crawl.
- Ability to lift/move 50 lbs. or more and occasionally lift and/or move up to 100 lbs.

Equipment Used

- Telephones, PC, database, office supplies, and filing cabinets
- Handheld radio
- Industrial retail, warehouse, and unpackaging equipment
- Cash registers
- Snow removal equipment



Working Conditions

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job.

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Harsh outside weather conditions.
- Occasionally exposed to wet and/or humid conditions; high precarious places; fumes or airborne particles; toxic or caustic chemicals; extreme cold; extreme heat; risk of electrical shock; explosives; and vibration.
- Noise level in the work environment is usually loud.
- Frequently exposed to moving mechanical parts.
- Large work area environment.

Employee Name: _____

Employee Signature: _____ Date: _____

Employment with Mountain Hardware and Sports/Truckee Rents is “at will” for no definite period of time. The employee may terminate employment at any time without notice or cause, and so too can Mountain Hardware and Sports/Truckee Rents terminate employment relationship at any time without notice or cause.